

# BUSINESS EXCELLENCE AWARDS HONOREES!





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## Hometown Pride

**KRISTIN MCMILLAN**  
**PRESIDENT & CEO**

**M**

any of us were not born in Las Vegas. But here we are, helping to grow the local economy, creating jobs and new opportunities, and contributing to the vibrancy of our community. Our actions and dedication signify that we embrace Las Vegas as our hometown.

As we round out 2016 and look ahead to 2017, there are some tremendous points of pride for our community taking shape: the UNLV School of Medicine will welcome its first students. We enter the 2017 Legislature with a solid list of regional priorities, determined by the collective efforts of business and community leaders, citizens, and other stakeholders through the Southern Nevada Forum, that will help our hometown grow. We will welcome Las Vegas' first professional sports team when the National Hockey League expansion team hits the ice next year. There's also the possibility of a new stadium, and with it the potential for a National Football League team, an enhanced presence for UNLV's football program, a competitive edge in the ever-crowded major events industry, and a gathering place for our community. And we have the opportunity to renovate and expand our Las Vegas Convention Center, ensuring our core tourism industry remains competitive in a global marketplace.

Another point of hometown pride is this year's Business Excellence Awards honorees. This program, exclusively sponsored by Nevada State Bank, has a longstanding tradition of recognizing businesses of all sizes,

industries, and compositions in their efforts to grow our local economy, support the community, and make Las Vegas a better place to live, work, and visit. You can read more about this year's honorees in this issue, and be sure to celebrate them with us on November 4, at the annual Business Excellence Awards Luncheon at the MGM Grand Conference Center.

A lot will be coming down the pipeline in the coming months, and your Metro Chamber will be there every step of the way to champion the needs of the business community and ensure your interests are represented. Make sure you stay in the know through our bi-weekly email, The Rundown, and the Paul Call.

And of course, the place to get the business information and insights you need to know for 2017 is the Metro Chamber's flagship conference and trade show, Preview Las Vegas. From need-to-know economic data and razor-sharp insights on new business opportunities for our region to the latest on our core tourism industry, Preview is the only place for Nevada's decision-makers to get the information they need to know to power their success for the coming year. Save the date for January 24, or better yet – book your exhibitor booth or tickets today. You can reserve online at [LVChamber.com](http://LVChamber.com) or by giving us a call at 702.641.5822.

Las Vegas is our hometown. Through the Chamber – which has shaped our community since its very beginnings – we can work together to enhance and celebrate it.

# GOAL

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# BV

Business Voice

VOLUME 37 NUMBER 10

**Las Vegas Metro Chamber of Commerce**  
575 Symphony Park Avenue, Ste. 100  
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President & CEO  
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**Phil Arce** 1984

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**Dave Vlaming** 1986

**Jeffrey A. Silver** 1988

**Peter Thomas** 1989

**William Martin** 1991

**Bob Maxey** 1992

**Denny Weddle** 1993

**David Smith** 1994

**Ted Wiens, Jr.** 1995

**John O'Reilly** 1996

**Diane Dickerson** 1997

**Edward Crispell** 1998

**Bill Wells** 2001

**Jay Kornmayer** 2002

**Lou Emmert** 2003

**Tim Cashman** 2004

**Hugh Anderson** 2005

**John Wilcox** 2006

**Fafie Moore** 2008

**Steve Hill** 2009

**Kristin McMillan** 2010

**Michael Bonner** 2011

**Kevin Orrock** 2012

**Jay Barrett** 2013

**Bruce Spotleson** 2014

**Bob Brown** 2015

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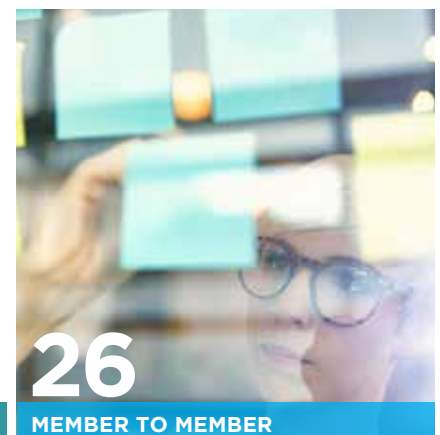
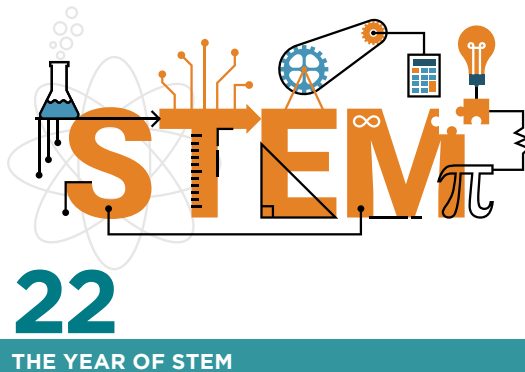
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## U.S. Congressman Crescent Hardy to Address Members at Eggs & Issues

Don't miss your opportunity to hear from U.S. Congressman Crescent Hardy (NV-4) at Eggs & Issues on October 27. Eggs & Issues is an information-packed, interactive series that gives business leaders insight on what they need to stay informed about on a federal level. Congressman Hardy will discuss current economic and business issues, and how they impact the Southern Nevada business community. Eggs & Issues will be held Thursday, October 27, at Texas Station Hotel and Casino, from 8:00 – 9:30 a.m. Tickets are \$40 for members, \$55 for non-members, and \$400 for a table of ten. For more information and to register for the event, visit [LVChamber.com](http://LVChamber.com).



## Sallie Doeblar Joins Metro Chamber as VP, Membership Development

Sallie Doeblar joined the Metro Chamber team as Vice President of Membership Development. Doeblar joins the Chamber with an impressive breadth of experience

in business development, delivering high quality programs and services, and community engagement, paired with extensive involvement in membership organizations, having served as past president of NAIOP and as an active volunteer with the Metro Chamber on its Business Council and as a Leadership Las Vegas graduate. Doeblar has built a successful career as a business development executive in both the construction and commercial development sectors, most recently with the Korte Company. She was a member of the City of Las Vegas Strong Cities Strong Communities competition UAARC team, grand prize winners for their unmanned aerial and robotics redevelopment project. You can reach her at [sdoebler@lvchamber.com](mailto:sdoebler@lvchamber.com).

## Cocktails & Conversations... and Harleys

Mix and mingle with Clark County Commissioners for Cocktails & Conversations on October 26. Cocktails and Conversations is your opportunity to engage directly with Nevada's leaders in a fun and relaxed social setting. During this fundraiser for BizPAC, the Metro Chamber's bipartisan political action committee, meet and speak with Clark County Commissioners, as well as fellow members and Chamber leadership. Cocktails & Conversations is Wednesday, October 26, at Las Vegas Harley-Davidson, from 5:30 – 7:30 p.m. For more information, visit [LVChamber.com](http://LVChamber.com).

## Save the Date for the Customer Service Excellence Luncheon

Join the Metro Chamber and the Las Vegas Convention and Visitors Authority in recognizing employees dedicated to amazing customer care at the annual Customer Service Excellence Luncheon. During the ceremony, special recognition will be given to employees who have been recognized multiple times throughout the program year and the Customer Service Excellence Person of the Year will be announced. Celebrate those individuals who give excellent customer service and make our city a better place to work, live, and visit. The CSE Luncheon will be held Tuesday, November 15, at 11:30 a.m. at The Orleans Hotel & Casino. For more information or to register, visit [LVChamber.com](http://LVChamber.com).



# For Your Benefit

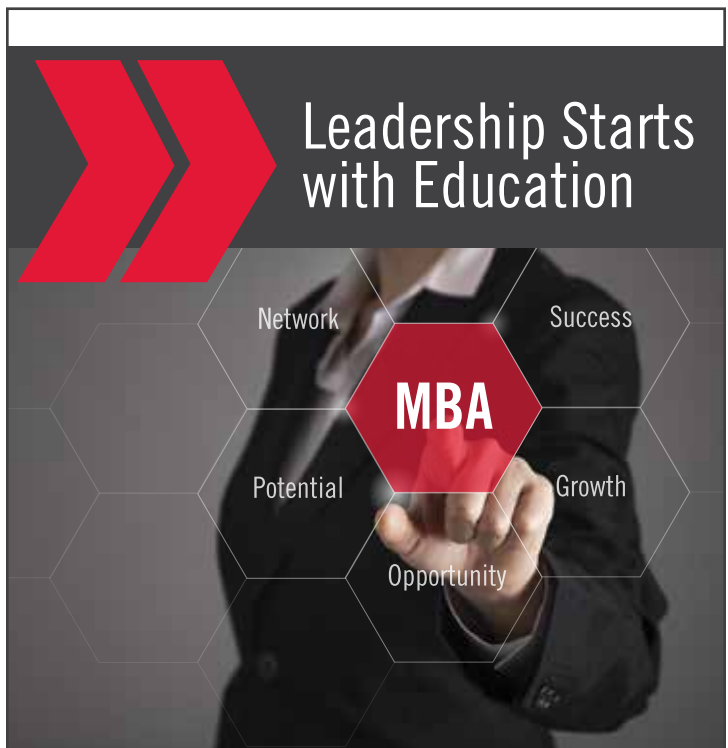


## Reserve Your Booth at the Biggest Business Event of the Year

Preview Las Vegas 2017 will be Tuesday, January 24, at the Thomas & Mack Center – Cox Pavilion. Preview Las Vegas is the Metro Chamber's signature annual trade show and conference, drawing a crowd of nearly 2,000 attendees and more than 110 exhibitors. Attracting upper-level businesspeople empowered to make purchasing decisions on behalf of their companies, Preview is a source of need-to-know business and economic information, insights, best practices, and a forecast of the coming year. Previous speakers include Jim Clifton, CEO of Gallup; Tony Hsieh, CEO of Zappos; Rossi Ralenkotter, president of the LVCVA; and Jim Murren, chairman and CEO of MGM Resorts International.

Exhibitor and sponsorship opportunities are now available for Preview 2017. This is an excellent opportunity to get in front of decision-makers in Southern Nevada business and ensure your brand is top-of-mind to potential and existing clients. Preview Las Vegas has historically been a venue for introducing new products, reintroducing services, and boosting your brand presence to professionals with purchasing power within their companies.

Exhibitor opportunities start at just \$1,275 and are available exclusively to Metro Chamber members in good standing. For more information or to register for an exhibit booth, visit [PreviewLasVegas.com](http://PreviewLasVegas.com) or call 702.641.5822.



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Final Infosessions for 2016  
October 25  
November 15

Register at: [unlv.edu/mba/infosessions](http://unlv.edu/mba/infosessions)

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# News You Need



## October Is Cyber Security Awareness Month!

The U.S. Department of Homeland Security recognizes October as National Cyber Security Awareness Month (NCSAM). NCSAM is designed to engage and inform individuals and businesses on ways to protect their information and give them tools to stay safe online and increase resiliency. Different topics will be explored, including recognizing and combating cybercrime and building resilience in critical infrastructure. For more information on National Cyber Security Awareness Month, visit [dhs.gov](http://dhs.gov). **The Metro Chamber is also hosting a Chamber University webinar session on Friday, October 14, where we will discuss the importance of staying secure and ways to keep your business protected. To register for this webinar, visit [LVChamber.com](http://LVChamber.com).**

## Election News: Dates to Remember

**The general election is taking place Tuesday, November 8**, and there are important registration deadlines to ensure your voice is heard during this important election. Saturday, October 8, is the last day to register to vote; however, extended in-office and online registration will be permitted between October 9-18. Early voting starts October 22 and ends November 4. If you plan on voting via mail or absentee ballot, remember that November 1 is the last day for the Election Department to receive written mail ballot requests. The general election on November 8 will take place from 7:00 a.m. – 7:00 p.m. For more information about registration deadlines, the general election and to find your assigned polling place, visit [clarkcountynv.gov](http://clarkcountynv.gov).

## Support Small Business Saturday

American Express' flagship small business initiative, Small Business Saturday, will take place **Saturday, November 26**, across the country. To help promote your business as a participant, visit [shopsmall.org](http://shopsmall.org) and download free printable signage and postcards, email templates, Shop Small logos, and infographics. The Metro Chamber is also proud to support its member businesses during Small Business Saturday. Submit special promotions or events to Danica Torchin at [dtorchin@lvchamber.com](mailto:dtorchin@lvchamber.com) for a chance to be published on the Metro Chamber's social media networks. For more information on Small Business Saturday, visit [shopsmall.org](http://shopsmall.org).





## Fix Our Roads: Yes on Question 5!

The Metro Chamber is urging its members to vote “Yes” on Ballot Question 5. The Metro Chamber is supporting the passage of this important ballot question because it will allow Clark County to continue to improve roads, streets, and highways in our local community. by extending the current fuel revenue indexing program, Millions of dollars would be made available to bond for the construction of much needed road projects in Southern Nevada. These improvements to our surface infrastructure will benefit employers and employees because it will allow for safer and shorter commutes, reduce traffic congestion in Southern Nevada, and ensure proper maintenance and road conditions. If passed by the voters of Clark County, this initiative would effectively address the growing need for transportation and infrastructure projects in Southern Nevada.

The Metro Chamber has been a long-time advocate for investing in transportation infrastructure projects because of the economic development benefits and job creation that is associated with these type of investments. The passage of Ballot Question 5 would also support job creation and improving the quality of life for Nevada’s residents by decreasing congestion and increasing the region’s economic competitiveness. It expected that 25,000 additional jobs would be created by continuing the measure. For more information, visit [fixourroadsc.com](http://fixourroadsc.com) or contact the Metro Chamber’s Government Affairs department at 702.641.5822.



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Final Infosessions for 2016  
October 4  
November 1

Register at: [unlv.edu/emba/infosessions](http://unlv.edu/emba/infosessions)

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# Your scene | You're seen

## Eggs & Issues featuring Frank Luntz



Pollster, public opinion guru, and master communications specialist Frank Luntz, frequently seen as a contributor on the Fox News Channel, addressed Metro Chamber members about the dynamics of the 2016 election season, as well as the importance of key federal races in Nevada and throughout the country.

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# Working For You

## LAS VEGAS METRO CHAMBER OF COMMERCE ENDORSED CANDIDATES



### NEVADA STATE ASSEMBLY

AD 1	<b>Daniele Monroe-Moreno</b>	Democrat
AD 2	<b>John Hambrick</b>	Republican
AD 3	<b>Nelson Araujo</b>	Democrat
AD 5	<b>Artemus "Art" Ham</b>	Republican
AD 6	<b>William McCurdy II</b>	Democrat
AD 7	<b>Dina Neal</b>	Democrat
AD 8	<b>Jason Frierson</b>	Democrat
AD 9	<b>David Gardner</b>	Republican
AD 10	<b>Chris Brooks</b>	Democrat
AD 11	<b>Olivia Diaz</b>	Democrat
AD 13	<b>Paul Anderson</b>	Republican
AD 14	<b>Maggie Carlton</b>	Democrat
AD 15	<b>Elliot Anderson</b>	Democrat
AD 16	<b>Heidi Swank</b>	Democrat
AD 17	<b>Tyrone Thompson</b>	Democrat
AD 18	<b>Richard Carrillo</b>	Democrat
AD 19	<b>Chris Edwards</b>	Republican
AD 20	<b>Ellen Spiegel</b>	Democrat
AD 21	<b>Derek Armstrong</b>	Republican
AD 22	<b>Keith Pickard</b>	Republican
AD 23	<b>Melissa Woodbury</b>	Republican
AD 24	<b>Amber Joiner</b>	Democrat
AD 25	<b>Jill Tolles</b>	Republican
AD 27	<b>Teresa Benitez-Thompson</b>	Democrat
AD 28	<b>Edgar Flores</b>	Democrat
AD 29	<b>Stephen Silberkraus</b>	Republican
AD 30	<b>Michael Sprinkle</b>	Democrat
AD 35	<b>Justin Watkins</b>	Democrat
AD 36	<b>James Oscarson</b>	Republican
AD 42	<b>Irene Bustamante Adams</b>	Democrat

### NEVADA STATE SENATE

SD 4	<b>Kelvin Atkinson</b>	Democrat
SD 7	<b>David Parks</b>	Democrat
SD 11	<b>Aaron Ford</b>	Democrat
SD 15	<b>Heidi Gansert</b>	Republican
SD 18	<b>Scott Hammond</b>	Republican
SD 19	<b>Pete Goicoechea</b>	Republican

### CLARK COUNTY COMMISSION

CC A	<b>Steve Sisolak</b>	Democrat
CC B	<b>Marilyn Kirkpatrick</b>	Democrat
CC C	<b>Larry Brown</b>	Democrat
CC D	<b>Lawrence Weekly</b>	Democrat

### CLARK COUNTY SCHOOL BOARD

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Dist. 3	<b>Felicia Ortiz</b>	Non Partisan
Dist. 4	<b>Mark Newburn</b>	Non Partisan

### BALLOT QUESTIONS

Question 5	Fuel Revenue Indexing	<b>YES</b>
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**BIZPAC**  
LAS VEGAS METRO CHAMBER OF COMMERCE

Paid for by the Las Vegas Metro Chamber of Commerce. For more information on these endorsements, or to learn more about BizPAC's Strength in Numbers campaign, visit [LVChamber.com](http://LVChamber.com).

\*As of October 1, 2016

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*Meet Your 2016*

# BUSINESS EXCELLENCE AWARDS HONOREES!

**B**usiness Excellence Awards honorees are a paradigm of our community: diverse, creative, innovative, and thinking of the Next Big Thing that will help them stay competitive in the marketplace. The Metro Chamber is proud to recognize these member businesses that represent the impressive scope of the business community in Southern Nevada. From stories of incredible generosity to employee engagement initiatives to finding new ways to pioneer best practices nationwide, these companies demonstrate enthusiasm, nimbleness, creativity, and perseverance.

“Nevada State Bank is very proud to have been a sponsor and supporter of the Business Excellence Awards for nearly 10 years now. It’s so empowering to celebrate the amazing businesses and see the difference so many make in our community,” says Megan Comfort, Vice President, SBA/Small Business Manager at Nevada State Bank. “It’s an honor to be on stage with them and help acknowledge the excellence that they represent.”

From more than 170 total submissions, the Business Excellence Awards committee has selected the following businesses as this year’s honorees. Join the Metro Chamber in celebrating these cultivators, groundbreakers, innovators, trailblazers, and trendsetters of Southern Nevada’s dynamic business community.

## CELEBRATE THIS YEAR’S HONOREES AT THE 2016 BUSINESS EXCELLENCE AWARDS LUNCHEON!

*Emcee: Chet Buchanan – 98.5 KLUC*

**Friday, November 4 | MGM Grand Conference Center**

11:00 a.m. – noon: Reception and Networking | Noon – 1:00 p.m.: Program  
\$60 – Members | \$75 – Non-members | \$600 – Table of ten

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## GROUNDBREAKERS

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**Fremont Street Experience** - As one of Las Vegas' most well-known institutions, as well as a hotspot for both locals and travelers to take in entertainment, food, gaming, and cocktails, Fremont Street Experience is now creating buzz, excitement, and a following for Downtown Las Vegas through social media. In just two years, it has climbed to reach of more than 1.2 million people weekly through Facebook, and has jumped from just 700 Instagram followers to more than 32,000. With a focus keeping fans and followers entertained and informed, Fremont Street Experience's social media networks have substantially helped foot traffic to the destination and its partner casinos, as well as contribute to the success of the SlotZilla zip line attraction. For more information, visit [vegasexperience.com](http://vegasexperience.com).

**Johnson Advisors** - Johnson Advisors believes in a service-based business - to clients, to community, and to employees. It doubled down on technology with its award-winning tech manager who ensures that the company's business goals align with technology investments for efficient, effective work. For its employees, Johnson Advisors provides network remote access to address work-life balance challenges, as well as other resources including mentorship, encouragement, and financial assistance for employees to become involved in professional societies and other career and skill-building opportunities. Its community involvement encompasses efforts to help children and underserved populations gain necessary financial literacy skills. Through its service-based culture, Johnson Advisors creates a valuable working and learning environment for its employees, the community, and its clients. For more information, visit [johnson-advisors.com](http://johnson-advisors.com).

**Republic Services** - Last year, Republic Services opened the nation's largest recycling facility, helping Southern Nevada lead the way for groundbreaking efforts in sustainability and environmental responsibility. This flagship facility is capable of sorting 70 tons of recyclables per hour with five optical sorters and advanced technologies to make material separation decisions in milliseconds. Throughout the system, scales constantly calculate the weight of incoming material to shift speeds to maintain efficiencies. More than 550,000 households in Southern Nevada sent their recyclables there last year. Its commercial offerings also include dual-stream recycling and All-in-One Recycling™ capabilities. In addition, the facility practices what it preaches - it was designed with more than 75 percent of the building made from recycled or remanufactured steel and nearly 1,800 rooftop solar panels. For more information, visit [republicservices.com](http://republicservices.com).





## TRENDSETTERS

Leadership, Foresight, Guidance, Originality, Empowerment

**Branch Benefits Consultants** - Since its inception five years ago, Branch Benefits Consultants has been innovative in responding to the implementation of the Affordable Care Act, providing workshops, seminars, and Q&A sessions to guide small business owners and individuals. In addition, when Nevada passed medical marijuana laws in 2013, the firm worked with local attorneys to help its clients navigate these new regulations, explaining the new laws and impact on employers. Transcending traditional insurance offices, Branch Benefits Consultants also partners with experts in cyber security, finance, compliance, and other areas of high interest to small businesses to ensure their clients – and the small business community – continue to be educated, in the know, and responsive to changes in the local and national business climate. For more information, visit [branchbenefitsconsultants.com](http://branchbenefitsconsultants.com).

**CBS Radio** - Much more than a group of award-winning radio stations, CBS Radio prides itself on a culture of creativity and drive to help businesses flourish through super-serving its community, listeners, and advertisers. Top-rated stations such as 94.1, anchored by the popular Mercedes in the Morning, champion community-focused interaction, while 98.5's Chet Buchanan and the Morning Zoo continues to make a major impact on the community through various non-profit initiatives, including its annual toy drive, which has brought in an estimated \$15 million in toys, bikes, cash, and gift cards for local families. CBS Radio's digital network reaches across all platforms through strategic partnerships and an inclusive workplace that supports events and activities for all lifestyles, including young family programming, LGBTQ, active singles, conservative political groups, and more. For more information, visit [lasvegas.cbslocal.com](http://lasvegas.cbslocal.com).

**Martin-Harris Construction** - Martin-Harris Construction put their chips on Las Vegas during the Great Recession. Instead of shutting down or greatly minimizing its operations, Martin-Harris Construction took strategic action to not only maintain its headquarters in Las Vegas, but to regroup and concentrate efforts in the Valley, employing as many locals as possible and continuing its support of local industry groups, business partners, and clients. Its passion for a client's whole experience has enabled them to not only weather the economic storm of the Great Recession, but grow as Las Vegas emerged from it. In the last few years, Martin-Harris Construction has completed \$140 million locally in multi-family, timeshare, and commercial projects, as well as three new headquarters for businesses that have relocated to Southern Nevada. For more information, visit [martinharris.com](http://martinharris.com).

**NV Energy & The NV Energy Foundation** - The company culture at NV Energy places great emphasis on giving back to the community in both time and resources. In 2015, NV Energy and its Foundation were named as one of the top ten businesses in the U.S. for helping community arts thrive by Americans for the Arts, becoming the first Nevada company to earn this award. In addition, employees gave more than 36,500 hours last year to nonprofit organizations statewide, and had the highest employee participation of any prior company campaign, exceeding the previous year's contributions and raising more than \$1.3 million for United Way. Its education initiatives include the Powerful Partnership Scholarship Program, which has provided more than \$1.7 million in scholarships statewide since 2000 and supports the efforts of students enrolled in higher education at any accredited university, college, or trade school, further signaling its dedication to communities throughout Nevada. For more information, visit [nvenergy.com](http://nvenergy.com).

**Rachel's Kitchen** - Founder Debbie Roxarzade opened the first Rachel's Kitchen (named after her daughter) in 2006 in Summerlin. Since then, it has grown to eight locations franchised throughout the Valley. Rachel's Kitchen survived the economic downturn through maximizing efficiencies within the organization, staying responsive to clients, and keeping excellence of service and product. Rachel's Kitchen isn't set to rest on its laurels, either; the team constantly works to fine tune its focus and customer service to keep pace with demand and trends and adapt to an ever-changing marketplace and a fast-paced industry. It also gives back to the community through various nonprofit initiatives and projects, including those involving local schools and inviting the local arts community to show pieces in its locations. For more information, visit [rachelskitchen.com](http://rachelskitchen.com).





## TRAILBLAZERS

Advocacy, Impact, Compassion, Education, Vision

**Easter Seals Nevada** - Easter Seals Nevada, since 1950, has provided services for people of all ages with disabilities and other challenges, including supportive programs for veterans and their families, early intervention services for healthy infant and toddler development, and extensive services for children with Autism Spectrum Disorder, including play groups, specialists and therapists for physical, social, and communication development, and bilingual classes for parents and caregivers. In addition, its Employment Services Program provides job skills training and placement assistance for those with disabilities, even assisting with interviews and providing disability awareness for employers. It also provides assistive technology that can improve individuals' functional capabilities and help them with overall quality of life. Through this wide range of programs to different groups within the Southern Nevada community, Easter Seals Nevada is providing much-needed services to better the Las Vegas Valley. For more information, visit [easterseals.com/Nevada](http://easterseals.com/Nevada).

**The Neon Museum** - A linchpin in preserving the unique and glowing history of Las Vegas, The Neon Museum and its employees share a love of Las Vegas and its rich history. The Museum's company culture fosters a deep respect for conservation and historical preservation, as well as a commitment to outstanding service to more than 85,000 guests who visit the Museum annually. This pride for Las Vegas' past, as well as a deep admiration for the neon lights that cemented Las Vegas' glittering place in history books, translates to audiences as they experience the Museum for the first time. Unlike any other museum in the world, The Neon Museum and its staff have become a symbol of Las Vegas and its vibrant history. For more information, visit [neonmuseum.org](http://neonmuseum.org).

**St. Jude's Ranch for Children** - For 50 years, St. Jude's Ranch for Children has helped abused, neglected, and homeless children and young adults from birth to age 25 by providing customized therapy and tools to break the cycle of abuse. It also strives to keep siblings and families together during what is often traumatic times, with the goal of helping these individuals find "forever families" and achieve self-sufficiency. The organization has transformed thousands of lives by empowering youth to create new chances, new choices, and new hope in a caring community. With three locations making a tremendous impact on Nevada, St. Jude's Ranch is a harbinger of hope for many disadvantaged youth and families in the community, helping them get to a place of family and bright futures. For more information, visit [stjudesranch.org](http://stjudesranch.org).

**Volunteers in Medicine of Southern Nevada (VMSN)** - Established by Dr. Florence Jameson and a group of local health care and community volunteers with the goal that no one in the community should die prematurely or go to bed sick without receiving the medical care they need, Volunteers in Medicine of Southern Nevada (VMSN) provides low-income, uninsured Southern Nevadans with access to preventative and comprehensive medical care. In September 2015, VMSN opened the Ruffin Family Clinic, with nearly 13,000-square-feet of clinic space to increase its patient population and expand services. Last year, the organization provided nearly \$1.4 million in free medications to eligible patients and provided 5,378 medical appointments, with volunteers donating 23,880 hours of service; it is on pace, for 2016, to provide more than 7,000 medical appointments and roughly 30,000 volunteer hours. For more information, visit [vmsn.org](http://vmsn.org).

**WGU Nevada** - WGU Nevada, launched in June 2015, is an online, competency-based university aimed at expanding access to higher education for Nevadans. Endorsed by Governor Brian Sandoval and Lt. Governor Mark Hutchison, the university aligns with skilled workforce needs to offer more than 50 undergraduate and graduate degree programs in high-demand career fields, such as K-12 teacher education, information technology, and nursing. Since its launch, enrollment has increased 93 percent and it now serves more than 1,700 Nevadans. Through an innovative approach known as competency-based education, which measures learning rather than time, adult learners are able to study and learn at their own pace and advance as soon as they have mastered course materials. Because of this self-pacing, many students are able to accelerate their studies and finish degrees sooner, saving both time and money. For more information, visit [nevada.wgu.edu](http://nevada.wgu.edu).







## INNOVATORS

Rethink, Retool, Transform, Revolutionize, Modernize

**Accessibility Services, Inc.** - Accessibility Services, Inc. provides innovative solutions to help people live safely and comfortably in their homes and improve overall quality of life. In the company's nomination, a mother called Accessibility Services because her son, at nine years old, had never been able to have a bath, as he had been injured at birth and was a quadriplegic. He used a ventilator to breathe and had only received sponge baths until Accessibility Services came in, installed a bath tub with special mounts so his mother and nurse could reach in and easily bathe him, and attached a track to the ceiling to raise the boy from the bed, carry him along the track, and lower him into the bath. "These experiences can be humbling, and certainly gives us special reasons to do what we do," read the company's nomination. For more information, visit [accessibilityservices.net](http://accessibilityservices.net).

**LVIP Dining** - Based on the principle of social entrepreneurship, LVIP Dining applies commercial strategies to solve social problems. LVIP Dining specifically tackles childhood hunger, which more than 126,000 local children struggle with every day. Partnering with Three Square Food Bank for a unique "ending hunger with hunger" dining club model, LVIP Dining members join for free, dine out with one of its restaurant partners, and a donation is made to Three Square Food Bank. These collaborations are a win-win for all involved, and last year provided 27,615 meals to hungry children through the partnership, and is on track to double the number that for 2016. In addition, whenever a new sign-up is received, LVIP Dining makes an added contribution to feed a child for a day. For more information, visit [lvipdining.com](http://lvipdining.com).

**Nevada Donor Network** - Nevada Donor Network's nomination detailed the story of a mother whose 18-year-old son was killed in a car accident in 2013. Through organ and tissue donation, he saved more than 80 people, and years later, his mother still volunteers with Nevada Donor Network. The organization prides itself on a strong and enthusiastic volunteer corps, as well as staying at the forefront of new technologies. It recently teamed up with Organize to test a new registry network, which resulted in an additional 10 matches that would have provided 35 organs, an 11 percent increase, in 2015. Other states have followed its lead, as well, implementing the registry as another tool to improve the system and save lives. For more information, visit [nvdonor.org](http://nvdonor.org).

**Sun Buggy Fun Rentals, Inc.** - Sun Buggy Fun Rentals, Inc., a locally based tour company catering to both individuals and corporate events, serves about 40,000 tourists every year in its Las Vegas Speedway-based operations. It manufactures its own dune buggies and specializes in off-road dune buggy adventures. Its custom vehicles seat individuals, doubles, and up to six people for a unique and thrilling experience. The nominator, an employee of the organization, has been with the company for ten years and has never seen them deny a charitable requests. It works closely with local, national, and international partners to promote the tourism industry, make helpful recommendations, and work collaboratively with others to create memorable experiences for guests. For more information, visit [sunbuggy.com](http://sunbuggy.com).

**Valley Electric Association Inc.** - In the last five years, Valley Electric Association's ambitious expansion into renewable energy and high-speed communications has helped the utility become one of the fastest growing co-ops in the country. Its telecommunications startup is creating the first all-optical fiber communities in Nevada, bringing broadband to rural areas. Through its 2016 initiatives, the Nye County School District and 911 system now have reliable high-speed communications. Valley Electric Association's electric infrastructure, including reliable cabling and lines already in place, has been able to provide fast, reliable Internet service and critical broadband services for communities, businesses, and schools. Employment at Valley Electric Association has increased more than 50 percent to more than 160 employees, much of the growth during 2016. For more information, visit [vea.coop](http://vea.coop).



## CULTIVATORS

Culture, Experience, Development, Enrichment, Environment

**Brownstein Hyatt Farber Schreck** - At Brownstein Hyatt Farber Schreck, being involved in the Las Vegas community is part of the culture. Employees are committed to giving back by serving on nonprofit boards, engaging in hands-on volunteerism through the firm's Karma Program, providing financial support to various nonprofit organizations, and dedicating pro bono legal services to those in need. Approximately 70 percent of the firm's attorneys and policy professionals serve on boards, and in 2015, the firm's Karma Program participated in several projects, including adopting Halle Hewetson Elementary School, where the team facilitated a uniform drive, painted doors, cleaned grounds, installed a garden on campus, helped with the school's carnival, and provided holiday meals and gifts for students. For more information, visit [bhfs.com](http://bhfs.com).

**Realty ONE Group** - At the age of 28, founder Kuba Jewgieniew, a first generation American and the first in his family to finish college, founded Realty ONE Group. Culture is critical to the company's success, evidenced by the creation of what the team calls "COOLture," thriving on the empowering of employees to open new doors, as well as utilizing the latest technology and tools to target key markets for the company, and incorporating elements of fun in the office. Realty ONE's culture also focuses on strategically engaging the millennial generation, as more than one million of them are projected to buy homes in the next five years, and empowering the team to target that demographic for success. For more information, visit [realtyonegroup.com](http://realtyonegroup.com).

**Red Rock Fertility Center** - As a leader in assistive reproductive technology, Red Rock Fertility thrives on the challenge of its business' mission, and is motivated by helping people achieve their dreams of having a family. Led by Dr. Eva Littman, the staff is compassionate and educated, and every spring, hold a baby reunion and egg hunt. The team hosts a picnic for all families that have been created with the assistance of Red Rock Fertility Center, and the spirit and joy of all attendees - parents, children, and staff members - demonstrates the bond that occurs during their time with the center. Each day is viewed as a challenge and a new opportunity to bring hope and joy to families in the Vegas Valley. For more information, visit [redrockfertility.com](http://redrockfertility.com).

**Simmons Group** - A culture of listening, employee feedback, and community stewardship guides the Simmons Group. Founder Ann Simmons Nicholson and partners meet one-on-one with employees for feedback and additional perspectives on the company's dynamics. The Simmons Group also holds two employee summits annually to address and discuss opportunities and challenges within the company. The company provides management and leadership training, as well as human resources consulting, and pro bono work for nonprofit organizations, and creates curriculum for the Core Academy, which aims to break the cycle of poverty and help at-risk students graduate high school and become engaged Nevada citizens. Staff members are encouraged to become engaged in causes that better Nevada, in addition to giving their open and honest feedback to create a sense of ownership among the entire staff. For more information, visit [simmons-group.com](http://simmons-group.com).

**TWI Group, Inc.** - TWI Group, Inc., an international trade show logistics company specializing in freight forwarding, transportation, and arranging customs requirements worldwide, prides itself on honoring the service of its employees and going above and beyond to thank them. Work anniversaries are meticulously celebrated each month in a company-wide announcement, with each employee presented with a personalized recognition letter from their manager or supervisor thanking them for their service. Once the employee reaches 25 years of service, TWI Group provides them with a paid three-month sabbatical from work - and to date, three employees have enjoyed this special benefit rewarding longevity, loyalty, and high standards of customer service to clients and fellow team members. For more information, visit [twiglobal.com](http://twiglobal.com).





# What's Happening

PLACES TO BE. PEOPLE TO MEET. THINGS TO KNOW. IN **OCTOBER.**

4

## **TUESDAY, OCTOBER 4**

### **CHAMBER VOICES TOASTMASTERS**

Become a better speaker and a more effective presenter by joining Chamber Voices Toastmasters. Open to all members.  
**11:30 a.m. - 12:45 p.m.**

**Las Vegas Metro Chamber of Commerce**  
**575 Symphony Park, Suite 100**

\$63 every six months. Guests always complimentary.

4

## **TUESDAY, OCTOBER 4**

### **CHAMBER CONNECTIONS**

Chamber Connections is a dedicated leads group comprised of professionals from a variety of industries. This is a place for professionals to grow their network and their businesses by sharing contacts, referrals, and ideas.

**5:30 - 7:00 p.m.**

**Las Vegas Metro Chamber of Commerce**  
**575 Symphony Park, Suite 100**

Contact [chamberconnections@lvchamber.com](mailto:chamberconnections@lvchamber.com) or call 702.641.5822 for space availability and cost.

5

## **WEDNESDAY, OCTOBER 5**

### **NEIGHBORHOOD MINGLE - EASTSIDE**

Live or work on the Eastside? Join your fellow Metro Chamber members for this Neighborhood Mingle, where you can connect with members who also do business in the "neighborhood."

**8:00 - 9:30 a.m.**

**Vegas PBS**  
**3050 East Flamingo Rd.**

Complimentary. Advanced registration required.  
We kindly ask that you register for only one Mingle.

6

## **THURSDAY, OCTOBER 6**

### **NEIGHBORHOOD MINGLE - SUMMERLIN**

Live or work in Summerlin? Join your fellow Metro Chamber members for this Neighborhood Mingle, where you can connect with members who also do business in the "neighborhood."

**8:00 - 9:30 a.m.**

**Nordstrom Rack at Downtown Summerlin**  
**2310 Park Centre Drive**

Complimentary. Advanced registration required.  
We kindly ask that you register for only one Mingle.

10

## **MONDAY, OCTOBER 10**

### **VEGAS YOUNG PROFESSIONALS TOASTMASTERS**

The VYP Toastmasters group is for all members to aid in the development of speaking, presentation and leadership skills.  
**6:30 - 8:00 p.m.**

**Las Vegas Metro Chamber of Commerce**  
**575 Symphony Park, Suite 100**

Complimentary for guests  
\$63 to join, \$39 every six months.

Sponsors: Cox Communications and UnitedHealthcare

11

## **TUESDAY, OCTOBER 11**

### **NEIGHBORHOOD MINGLE- DOWNTOWN**

Live or work Downtown? Join your fellow Metro Chamber members for this Neighborhood Mingle, where you can connect with members who also do business in the "neighborhood."

**8:00 - 9:30 a.m.**

**Manpower**  
**231 South Third St. Suite 285**

Complimentary. Advanced registration required.  
We kindly ask that you register for only one Mingle.

## **CHAMBER UNIVERSITY**

### **FRIDAY, OCTOBER 7**

Background Checks

### **FRIDAY, OCTOBER 14**

Cyber Security for Your Business

### **FRIDAY, OCTOBER 21**

New Department of Labor Regulations Part 1

11

## **THURSDAY, OCTOBER 11**

### **NEIGHBORHOOD MINGLE- NORTH LAS VEGAS**

Live or work in North Las Vegas? Join your fellow Metro Chamber members for this Neighborhood Mingle, where you can connect with members who also do business in the "neighborhood."

**Noon - 1:30 p.m.**

**North Las Vegas City Hall - 9th Floor Conference Room**  
**2250 Las Vegas Boulevard North**

Complimentary. Advanced registration required.  
We kindly ask that you register for only one Mingle.

11

## **TUESDAY, OCTOBER 11**

### **TRANSPORTATION AND INFRASTRUCTURE POLICY COMMITTEE**

Engage in a meaningful dialogue about issues relating to transportation and infrastructure in the region.

**3:00 - 4:30 p.m.**

**Las Vegas Metro Chamber of Commerce**  
**575 Symphony Park, Suite 100**

Complimentary and exclusive to Metro Chamber members

13

## **THURSDAY, OCTOBER 13**

### **NEW MEMBER ORIENTATION**

Each participant will have the opportunity to introduce themselves and their business and network in a friendly and upbeat atmosphere, as well as get valuable information on Metro Chamber benefits and programs.

**11:30 - Noon Registration & Networking**

**Noon - 1:15 p.m. Program**

**Las Vegas Metro Chamber of Commerce**  
**575 Symphony Park Ave., Ste. 100**

This event is open exclusively to all new members of the Las Vegas Metro Chamber of Commerce. Limited to two individuals per company.

14

## **FRIDAY, OCTOBER 14**

### **HEALTHCARE POLICY COMMITTEE**

Discuss important topics relating to the delivery and quality of healthcare in the Valley.

**11:30 - 1:00 p.m.**

**Las Vegas Metro Chamber of Commerce**  
**575 Symphony Park Ave., Ste. 100**

Complimentary and exclusive to Metro Chamber members and their employees



00 - CHAMBER EVENT

00 - VYP EVENT

## How to Register:

Visit [LVChamber.com](http://LVChamber.com)  
and click on the  
Events Calendar.

Call 702.641.5822.

18

### **TUESDAY, OCTOBER 18 CUSTOMER SERVICE EXCELLENCE RECOGNITION CEREMONY**

The Las Vegas Metro Chamber of Commerce and the Las Vegas Convention and Visitors Authority wish to thank all of our nominees for their dedication to great customer service at our Customer Service Excellence Recognition Ceremony.  
**7:00 – 9:00 a.m.**

**Cashman Center**

**850 Las Vegas Blvd. North**

Complimentary for nominees and their guests.

Platinum Sponsors: Boyd Gaming, Cox Communications, Southwest Airlines

Gold Sponsors: Office Depot, Southwest Gas, Sunrise Health System

Media Partner: KTNV Channel 13

Program Partner: Las Vegas Convention and Visitors Authority

18

### **TUESDAY, OCTOBER 18 CHAMBER VOICES TOASTMASTERS**

See October 4

18

### **TUESDAY, OCTOBER 18 CHAMBER CONNECTIONS**

See October 4

20

### **THURSDAY, OCTOBER 20 PRESIDENT'S CLUB BREAKFAST**

Join the Las Vegas Metro Chamber of Commerce, Brownstein Hyatt Farber Schreck, and the American Gaming Association for a unique look at the 2016 election. A panel of D.C. insiders will break down the final presidential debate and weigh in on who won, who lost, and what it means for Nevada.

**7:30 – 9:30 a.m.**

**The Smith Center for the Performing Arts**

**361 Symphony Park Ave.**

Sponsored by Brownstein Hyatt Farber Schreck

Complimentary and exclusive to Metro Chamber President's Club members. Limited seating available.

24

### **MONDAY, OCTOBER 24 VEGAS YOUNG PROFESSIONALS TOASTMASTERS**

See October 10

25

### **TUESDAY, OCTOBER 25 BUSINESS BLEND**

It's networking game on! Level up your business connections during Business Blend inside Dave & Buster's at Downtown Summerlin. Enjoy light bites, create new relationships and keep your energy up with your fellow Metro Chamber and Vegas Young Professionals members.

**5:30 – 7:30 p.m.**

**Dave & Buster's**

**2130 Park Centre Dr.**

Complimentary for Metro Chamber and VYP members.

### October Sponsors:



26

### **WEDNESDAY, OCTOBER 26 COCKTAILS & CONVERSATIONS**

Meet with members of the Clark County Commission about the issues important to you among the latest from Harley Davidson's iconic collection.

This event is a fundraiser for BizPAC, the Metro Chamber's bipartisan political action committee.

**5:30 – 7:00 p.m.**

**Harley Davidson**

**5191 S. Las Vegas Blvd.**

\$50 per person

Exclusive Sponsor: Cox Communications

27

### **THURSDAY, OCTOBER 27 EGGS & ISSUES WITH U.S. CONGRESSMAN CRESENT HARDY**

Congressman Hardy, who serves as a member of the House Committees on Transportation and Infrastructure, Natural Resources, and Small Business, will make remarks about important legislation before Congress and participate in a Q & A session with the audience.

**8:00 – 8:30 a.m. Registration & Networking**

**8:30 – 9:30 a.m. Program**

**Texas Station Hotel & Casino**

**2101 Texas Star Ln.**

\$40 Members | \$55 Non-members | \$400 per table of ten

Sponsors: Allegiant, CenturyLink, NV Energy, Southwest Gas, Sunrise Health System, Touro University and The Porter Group

27

### **THURSDAY, OCTOBER 27 LOCAL GOVERNMENT POLICY COMMITTEE**

Join your fellow members for this opportunity to learn about local government issues that impact businesses in Southern Nevada.

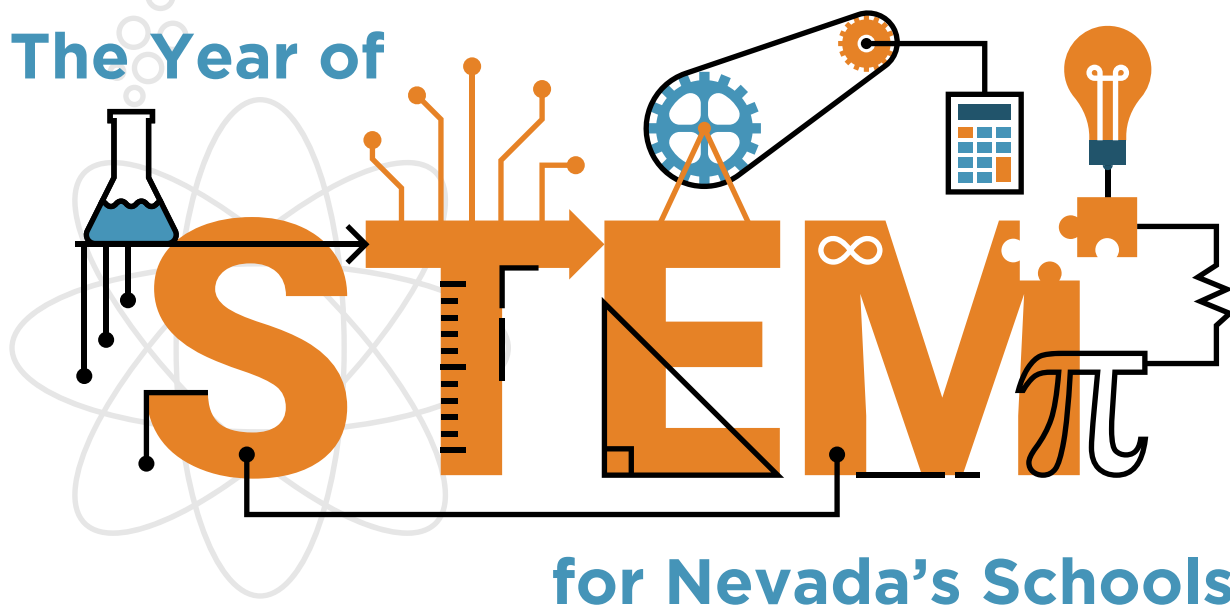
**2:00 – 3:30 p.m.**

**Las Vegas Metro Chamber of Commerce**

**575 Symphony Park, Suite 100**

Complimentary and exclusive to Metro Chamber members and their employees

# The Year of



# N

evada faces a serious skills shortage, particularly in industries that demand skills in science, technology, engineering and math (STEM). Too few Nevadans consider STEM careers in large part because they are not exposed to STEM education as students or are not made aware of the many exciting career opportunities in STEM available to those with some postsecondary education. Nevada's future depends on its students being prepared to meet a wide variety of challenges. Those who have a solid foundation in real world problem solving and experimentation, the bedrock of a rigorous STEM education, become confident, critical thinkers with the creativity to find solutions to the challenges they face. No matter the career pathway they pursue after high school, all students benefit from the skills learned in STEM.

Therefore, Governor Brian Sandoval has decided to proclaim the 2016-2017 school year as the Year of STEM. The Year of STEM initiative seeks to create an exciting, recognizable STEM brand for Nevada, highlight the wide spectrum of STEM postsecondary education and career opportunities

available in Nevada, and increase the number of students, particularly from underrepresented groups, studying STEM.

Throughout the school year, each month will have a dedicated theme tied to one of Nevada's emerging STEM industry sectors. For example, October's theme is advanced manufacturing and construction careers. December will focus on computer science, as well as careers in Nevada's mining industry. May will focus on healthcare. Each month, the Governor's Office of Science, Innovation and Technology (OSIT) will plan events at schools, colleges, and businesses to highlight the STEM education and career opportunities in each sector.

As part of the Year of STEM, OSIT has created a new website called the Nevada STEM Hub ([stemhub.nv.gov](http://stemhub.nv.gov)). The Nevada STEM Hub seeks to share resources that can help educate Nevadans about STEM careers and motivate Nevada's kids to pursue STEM career pathways. The website has three main features. The first is a career guide that paints a comprehensive picture of each occupation including the skills needed, expected wages, and a recommended pathway through education, starting in high

school and continuing beyond to postsecondary. Second, the website will support teachers with a variety of STEM resources. Finally, the STEM Hub will have a statewide events calendar. One of the biggest STEM-related needs in our communities is mentorship. It's often difficult for schools and industry to coordinate classroom visits and field trips. Therefore, in addition to displaying events tied to each monthly theme, as well as other school, college, and community events, the calendar will facilitate easier business-educator interactions by allowing teachers to request classroom speakers with specific knowledge on specific days and also allow industry practitioners to advertise their willingness to visit a nearby classroom.

Nurturing STEM skills is important to our collective prosperity. Help us get the word out. Be a STEM advocate. Build the next generation of STEM-skilled citizens. We invite everyone to share the website and visit a classroom once this school year to explain how you use STEM in your daily life.

*By Brian Mitchell, Director,  
Governor's Office of Science,  
Innovation and Technology*

You could be making extra money this holiday season.



Doing something that doesn't involve a Santa costume.  
(Unless you're feeling really festive)



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# President's Club

## (B) Paul Brandt

### VP, Customer Account Management Group – SolarCity

Based in Las Vegas, Paul Brandt is the VP Customer Account Management Group for SolarCity. Brandt leads teams focused on customer care, business processing, utility relations, training, and quality. His focus is the highest quality of customer service, project execution, and innovation. His prior experience includes Southwest Airlines (Dallas, TX), General Motors (Detroit, MI), and PricewaterhouseCoopers Management Consulting (Southfield, MI).

## (A) Heather Bressler

### Vice President – Henriksen/Butler

As VP of Henriksen Butler Nevada, Heather Bressler leads her local team with broad product expertise, strong knowledge of industry trends, high-performance work environments, and interior design to deliver exceptional workspaces for her customers. Bressler is committed to helping clients create spaces where they can do their best work and impact the business results of their organization. She has more than 10 years' experience in the furniture industry and a bachelor's degree in design from the University of Kentucky.



## (D) David Dahan

### Chief Executive Officer – Orgill/Singer & Associates, Inc.

David Dahan brings more than two decades of insurance industry experience to Orgill/Singer & Associates. A resident and active supporter of his local community for more than 40 years, Dahan serves on various community boards such as Las Ventanas Retirement Community, the Henderson Chamber of Commerce, the Nevada Restaurant Association, North Vista Hospital, the Nevada Law Foundation, and the Advisory Board of Touro University Nevada. Dahan is a 2016 graduate of the Las Vegas FBI Citizen's Academy.

## (C) Joseph J. Mugan, Esq.

### Attorney at Law – Kolesar & Leatham, Chtd.

Joseph Mugan is a shareholder of the firm, practicing primarily in the areas of corporate and commercial transactions, franchise law, banking, and real estate matters. He assists businesses in their formation and corporate governance. He counsels businesses in structuring mergers & acquisitions and assists financial institutions in regulatory compliance matters. He received a Bachelor of Science in accounting from Creighton University and received his Juris Doctor from UNLV. He sits on the Advisory Board for the Salvation Army.

# Spotlights

## (E) Tammy Grabel

### Owner - Las Vegas Woman Magazine

Tammy Grabel is owner and publisher of *Las Vegas Woman* magazine. The publication's mission is to "to educate, entertain and inspire." To date, *Las Vegas Woman* has featured more than 1,500 local women. Grabel's community involvement has included serving as an officer on the Board of Directors for New Vista, member of the United Way's Tocqueville Society, Women's Leadership Council, Young Philanthropists Society, Platinum Member of the UNLV Foundation, and on the executive leadership team involved with American Heart Association's Go Red for Women.



## (F) Gordon Prouty

### Group Publisher - Greenspun Media Group

Gordon Prouty is Greenspun Media Group's group publisher, overseeing GMG's industry-leading print and digital publications, including *Las Vegas Magazine*, *The Sunday, Vegas Inc*, *Las Vegas Weekly*, *Vegas2Go* and their sister websites. He came to Southern Nevada from the *Puget Sound Business Journal*, and has lived and worked in Syracuse, N.Y., Philadelphia, and San Francisco. Prior to joining Greenspun Media Group in June of 2015, Prouty was the president and publisher of the *Puget Sound Business Journal* since July 2011.

## (G) Dallas Haun

### President & Chief Executive Officer - Nevada State Bank

Dallas E. Haun is president and CEO of Nevada State Bank, and executive vice president of NSB's parent company. Haun brings more than 30 years of strong commercial banking expertise and substantial managerial experience to his leadership position with Nevada State Bank. A graduate of Michigan State University, Haun received his postgraduate degree from the University of Washington's Pacific Coast Banking School. He also completed the Executive Program at the Anderson School of Business at the University of California.



## (H) Mark Jarvis

### Director of Operations - Topgolf

As a graduate of UNLV, Mark Jarvis' career spans 30 years, during which he learned the building blocks to running a successful multi-million-dollar business and developing hard-working teams. From executive and management positions in operations and food & beverage, Jarvis' experience perfectly prepared him for the role of director of operations at Topgolf Las Vegas. Jarvis loves to golf, spend time with his family, and travel domestically and internationally.

# Member to Member

## OPERATIONAL RISK MANAGEMENT: Protecting Your Business

**S**

tarting and running your own business is a very challenging and rewarding adventure. Small businesses are indeed the backbone

of America's economy and the owners have a huge responsibility to not only provide the best products and services they can, but also to protect their business from operational risks that could destroy their dreams. Owners are faced with balancing growing their business while protecting their business from a variety of operational risks each and every day.

When developing and starting your business, what do you think about when it comes to potential operational risks to your business? Do you think of a risk of a fire, a risk of theft or fraud, a risk of liability or legal issues, or a risk of a losing your business or professional reputation?



You should think like big businesses when it comes to operational risks. Large businesses have a risk management department, in addition to a security director, general counsel, human resources director, and a safety director. However, small businesses, which need such protection the most, often times do not have the resources to staff these positions. What is worse is that most small businesses are completely unaware of the potential operational risks and only become aware of them when an unexpected risk occurs.

Operational risk management is different than traditional risk management in that operational risk management assesses the complete operations of the business, front to back and inside and out. By addressing a much broader range of risk areas, operational risk management gives you greater awareness of the potential risks that could unexpectedly occur.

There are six operational risk areas common to businesses. Owners should be aware of these risk areas and determine how they might affect their operations. The six common operational risk areas are:

### FRAUD AND THEFT

From internal and external sources and bad actors who are very creative

when it comes to defrauding or stealing from businesses/nonprofits. Skimming money, over-ordering, borrowing from the cash drawer, shoplifting, overcharging by vendors, and using stolen credit cards are some examples.

### INTERNAL CONTROLS

This is an important piece of preventing operational risks because with the proper internal controls in place, it is much harder for bad actors to take advantage of your organization and much easier to identify them. Basic controls should be in place, such as proper authorization, separation of duties, control over funds/property, and processing policies.

### SAFETY/SECURITY

Things to check are evacuation plan, work place hazards, current fire inspections, fire extinguishers, first aid kits, alarm system, door/window locks, surveillance cameras, active







shooter procedures/instructions, and continuity of operations.

#### **HUMAN RESOURCES**

Having an HR professional in your corner is paramount because there are some issues that may arise that can dramatically affect your operations and cause you serious financial, legal, and personal harm. Some risks are employee/volunteer handbook, policies and procedures, and worker's compensation.

#### **LEGAL ISSUES AND LIABILITIES**

You should have had a knowledgeable and trustworthy attorney working with you when you started your business/nonprofit. Some risk examples are copyright/patent rights, contract claims or reviews, debt collection actions, litigation issues, compliance issues, and liability claims.

#### **FINANCIAL/INSURANCE EXPOSURE**

It's important to make sure that you are financially sound and have the appropriate insurance coverage. Things to look for are a comfortable level of business debt, available financial resources, proper bookkeeping/accounting, succession planning, business transfer plan in place, and review of insurance coverage.

So how do you determine what operational risks could affect you? You can start by conducting an operational risk assessment either by yourself or by contracting one from a company.

Here are some self-risk assessment tips:

1. Do online research on the common operational risks mentioned above.
2. Prepare a checklist for identifying potential risk areas.

3. Use the checklist to conduct an initial risk assessment.
4. Contract with experts in those areas identified as potential risk areas so that you can address and prepare for those risks.
5. Prepare a written risk plan for future use.
6. Conduct a risk assessment annually, or whenever there are significant changes.

Once you have completed a risk assessment, you should develop a plan that addresses and prepares for those risks directly. Owners should be aware of operational risks that they face and the options available to address and prepare for those risks.

Being prepared for the unexpected in the business world is important. Don't let unexpected risks destroy your business. Get an operational risk assessment done, as it will afford you the best overall protection from operational risks.



*By Ralph McNamara,  
Owner, REM Business  
Consulting, LLC,  
rembusinessconsulting.  
com - @ConsultingRem*

# Member News

RED - PRESIDENT'S CLUB MEMBER



## Announcements



### **Piercy Bowler Taylor & Kern**

promoted Lisa Cross, CPA and Ryan Whitman, CPA, CFE to Shareholders. Both Cross and Whitman started their professional accounting careers at PBTk.



### **Las Vegas Global Economic Alliance**

named Terrence Thornton to the position of vice president of investor services and development. Previously, he served as director of investor services and development.



**University of Phoenix** appointed Shavonnah Tiëra Collins as managing director of its RedFlint Experience Center, which is expected to open in downtown Las Vegas in October 2016.

Forty-seven attorneys from **Brownstein Hyatt Farber Schreck** were selected by their peers for inclusion in the 2017 edition of Best Lawyers in America, including 10 attorneys from the firm's Las Vegas office.

**Johnson Advisors** named Mike Dickinson director. Dickinson adds a unique blend of public accounting and business consulting experience to the firm.

**Vegas PBS** announced Dr. Niki Bates as its new educational media services director. Bates will oversee services intended for children, parents, and educators.

## Wheeling and Dealing

**MDL Group** represented Amazing Thai Restaurant in the lease of a 2,500-square-foot retail space, located in Simmons Centre on 3000 W. Ann Rd. The transaction is valued at \$227,634.

**Clark County Credit Union** reported evidence of strong lending demand in its second quarter, contributing to the organization maintaining its solid capital base of approximately \$400 million.

**Nathan Adelson Hospice** has entered into an agreement to acquire Las Vegas Solari Hospice Care, an end-of-life health care organization in Southern Nevada.

**Commercial Executives Real Estate Services** represented The Kotake Revocable Trust in the lease of 2,524-square-foot of office space located at 6169 S. Rainbow Blvd., Unit 105. The transaction is valued at approximately \$187,224.

The Las Vegas Metro Chamber of Commerce is proud to provide members with a place to publish their current announcements as a benefit of membership. Email news items to [pr@lvchamber.com](mailto:pr@lvchamber.com) or fax to Public Relations at 702.735.0320.

## Upcoming Events

**St. Jude's Ranch for Children** is hosting its 50th anniversary at **Green Valley Ranch Resort, Spa, and Casino** on Friday, November 4. The event is a celebration of the organization's past and future and will focus on celebrating the lives of children in Nevada for a half century. For more information and sponsorship opportunities, contact [alliteras@stjudesranch.org](mailto:alliteras@stjudesranch.org).

**Total Wine** will open at **Town Square Las Vegas**, located at 6885 Las Vegas Blvd. South, with a grand opening ceremony on Thursday, October 27.

The **Jewish Community Center of Southern Nevada** will hold its annual JCC BBQ featuring kosher BBQ tastings, BBQ competition, Kids 'Que competition, family-friendly entertainment, and more on Sunday, October 30. For more information, visit [jcc.vegas](http://jcc.vegas).

## Community Service

**Bank of America** announced \$120,000 in grants to be distributed to eight nonprofits working to increase access to affordable housing and support neighborhood revitalization.

**City National Bank** had a record donation of backpacks filled with school supplies to 54 elementary and middle schools, and nonprofit organizations in five states including Nevada.

**Caesars Entertainment** employees helped create a brighter future for the community by raising \$523,000 during their annual 2016 **United Way of Southern Nevada** workplace campaign.

Charitable organizations, including **Three Square, Shade Tree**, and **Salvation Army**, received a donation of 5,040 gallons of water from Smith's Nevada grocery stores.

## Congratulations



Dennis Conway, principal and vice president of **Commercial Roofers Inc., Las Vegas**, has been elected the next chairman of the board of the National Roofing Contractors Association.

Elizabeth Borngesser, senior accountant at **Houldsworth, Russo & Company**, was awarded her Nevada CPA license. Borngesser joined HRC in January 2014.

**New Horizons Computer Learning Centers** was awarded the Outstanding Partner Award in the Platinum Partner Category by CompTIA.

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**Tuesday, November 15, 2016**  
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**The Orleans Hotel & Casino**  
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## SEGWAY LAS VEGAS

Segway Las Vegas proudly celebrated its sister company Scooter Las Vegas. It offers safe, fun, informative Segway tours both downtown and out of town, and recently added a family set of 49cc mopeds, ready to rent and explore all the wonders of Las Vegas. Call 702.596.1111 or visit [segwaylasvegas.com](http://segwaylasvegas.com).



## KLA LABORATORIES INC.

KLA Laboratories Inc., located at 6380 S. Valley View Blvd., Ste. 408, is a turnkey technology integrator with 87 years of experience. It provides audio visual event production for events of all sizes, including corporate presentations and festivals. Call 313.846.3800 or visit [klalabs.com](http://klalabs.com).



## SOFFRONT SOFTWARE

Soffront Software, located in 6431 W. Sahara Ave., Ste. 250, has developed a complete CRM solution for sales, marketing, customer service, IT, and engineering. During the early 2000's, Soffront Software introduced one of the first cloud CRM solutions. Call 800.SOFFRONT or visit [soffront.com](http://soffront.com).



## AXIOM CYBER SOLUTIONS

Axiom Cyber Solutions celebrated its one-year anniversary at Business Expo 2016. Axiom is dedicated to protecting America's small businesses from cyber criminals with affordable, automated, intelligent cyber security solutions. Call 800.519.5070 or visit [axiomcyber.com](http://axiomcyber.com).



## TRANSAMERICA FINANCIAL ADVISORS, INC.

Transamerica Financial Advisors, Inc. (TFA), located at 8875 W. Flamingo Rd., Ste. 200, is an organization dedicated to serving the financial needs of businesses, as well as individual investors ranging from high net worth to those just beginning retirement planning and investing. Call 702.562.7990 or visit [gregorydsheets.com](http://gregorydsheets.com).



## SMART FIX

Smart Fix, located at 3355 Spring Mountain Rd., Ste. 9 and 8221 W. Charleston Blvd., Ste. 107, repairs smart phones, tablets, and laptops. It also offers web design/development, SEO, and app development. Call 702.875.4050 (Spring Mountain) or 702.979.9400 (Charleston) or visit [smartfixlv.com](http://smartfixlv.com).



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#### **KAERCHER INSURANCE**

Kaercher Insurance, located at 9555 Hillwood Dr., Ste. 140, offers risk management and innovative solutions that transcend simply buying insurance. Integrity, professionalism, and ethics are the founding principles of Kaercher Insurance. Call 844.421.3560 or visit [kaercherinsurance.com](http://kaercherinsurance.com).



#### **ETHEL M CHOCOLATES/MARS RETAIL GROUP**

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#### **THE GUARDIAN LIFE INSURANCE COMPANY OF AMERICA**

The Guardian Life Insurance Company of America is a mutual insurance company, owned by its policyholders who share in its actual financial results through annual dividends. These payments are determined by the firm's profits, and it has paid a dividend every year since 1868. Call 702.735.4355 or visit [guardianlife.com](http://guardianlife.com).



#### **BASH FINE ART**

Bash Fine Art, located at 1009 S. Main St., is a video gallery that provides resale, gallery rental, and artist submission. Hours of operation are Wednesday through Saturday, 1:00 p.m. – 6:00 p.m. and by appointment. Visit [bashfineart.com](http://bashfineart.com) or email [anthony@bashfineart.com](mailto:anthony@bashfineart.com).

# *Congratulations to all the*

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# The Employer's Role During BACK-TO-SCHOOL Season



W

hether we are employers, parents, or both, we're familiar with the heavy demands of back-to-school season. For

parents of school-aged children, it means waking up earlier to get kids ready for school and added pressure to get everything done in time to start their work day.

For businesses, back-to-school season is a reminder of employees' lives outside of work, as parents strive to do all they can to support their children's success in school, even when that means asking for time off to attend a parent-teacher meeting. There are many ways for employers to help support the academic success of their employees' families while also boosting employee morale. In fact, a new innovative public-private partnership between Learning Heroes, the Nevada PTA, Las Vegas Metro Chamber of Commerce, and Wynn Hotels has just launched to help parents ensure their children have a strong start to the new school year.

We know that parents place a lot of importance on their children's education. In *Parents 2016*, a national survey commissioned by Learning Heroes, 75 percent of K-8 parents (including 90 percent of Hispanic parents and 83 percent of African-American parents) said it is essential or very important for their child to attend a two- or four-year college and attain a degree.

Yet a staggering 90 percent of parents surveyed believe their child performed at or above grade level in reading and math, when the reality is that only 34 percent meet this bar, according to the 2015 National Assessment of Educational Progress (NAEP)—a nationally recognized measure of student readiness for college and careers.

Parents' college aspirations for their children are important, and to help children fulfill those aspirations, they need to know where their children are academically and emotionally, having a clear understanding of what's required for their child to get to and through college.

That is where this new partnership comes in. Wynn Hotels will hold two employee events where they will receive easy to do tips and information with the help of Learning Heroes' SUPER 5 Back-to-School Power Moves. These interactive events aim to inform and inspire parents about ways to support their child's learning—especially those with busy work schedules.

So, why does this matter? Employers benefit when students succeed; an educated workforce drives economic success for businesses and families alike. We are eager to see how parents respond to the pilot and hope to spark ideas and interest from you—the leaders and businesses in Las Vegas about ongoing ways to support parents engaging in their children's educational success.

Visit [bealearninghero.org](http://bealearninghero.org) and for more information about this initiative, contact Windy Lopez at [wlopez@learningheroes.org](mailto:wlopez@learningheroes.org).

*By Bibb Hubbard, Founder and CEO, Learning Heroes*

# WINN Funds Create New Model of Workforce Training and a **GAME CHANGER** for Nevada Students

A

lmost a year after lawmakers created the Workforce Innovations for the New Agenda (WINN) Fund, the

dollars are developing a model partnership that will change workforce development as we know it.

Last January, lawmakers approved the tax incentive package designed to bring Faraday Future to North Las Vegas, including a new grant program designed to assist employers to recruit and retain a well-trained, diverse workforce. CSN, through its partnerships with the Nevada Department of Employment, Training and Rehabilitation (DETR), Southeast Career & Technical Academy, the Clark County School District, and Faraday Future, received the first \$500,000 grant this spring.

The bulk of these funds are helping bring equipment to SECTA, where we started training 49 SECTA and 31 Mojave High School students this fall in associate of applied science degree programs for manufacturing associates and facilities maintenance. CSN students and those recruited in the future through DETR to work at Faraday or other manufacturing companies will also train at this site.

Manufacturing and logistics is an important field statewide, representing nearly 120,000 jobs

or more than eight percent of our workforce. The average annual wage in this sector is about \$66,500, according to the Governor's Office of Economic Development.

Entry level workers must have knowledge in hydraulics, pneumatics, and programmable logic controllers, to name just a few areas. And Faraday is not the only opportunity in town in this field. There are a growing number of manufacturing opportunities at such local companies as Ocean Spray and Unilever in Southern Nevada.

SECTA is founded at the site of an airplane repair center and provides an ideal location for this initial pilot project with its high ceilings and expansive floor plan. More than half of its students (and Mojave High School students) receive free and reduced lunch. Recently SECTA Principal Kerry Pope described the reaction of the students enrolled in these courses.

"Many of these students never thought they would attend college, so when they started and we told them, 'OK, you are now in college,' their response was incredible. They were fist-bumping and high-fiving. This is changing their lives," she said.

The WINN grant is a huge win for these young students.

CSN and its partners have developed a program that will

begin with recruitment in middle school but provide a foyer of entry for all ages of higher education students. It's equipped with on and off ramps that allow students to take a series of courses that lead to stackable credentials, each with its own set of skills. A student can obtain a certificate of achievement, work for a year or two, and then enter the pathway again to obtain an associate of applied science degree. We have internships and apprenticeships built in as well to allow for real-world experiences, apart from the hands-on training they'll receive in the classroom.

Finally, we are working with our sister institutions to develop a four-year degree for those aspiring to management in manufacturing or facilities maintenance. The funding will also cover ACT WorkKeys assessments for Faraday recruits to screen and onboard employees with DETR.

It is my sincere hope that our state can continue to offer this fund to help us create simple pathways from K-12 that lead strategically to meaningful careers in high demand occupations.

*By Dr. Michael Richards, President, College of Southern Nevada, [csn.edu](http://csn.edu)*





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# Vegas Young Professionals

## Presenting Sponsors



## Upcoming Events

**TUESDAY, OCTOBER 25**  
**Business Blend at**  
**Dave & Buster's -**  
**Downtown Summerlin**  
**5:30 - 7:30 p.m.**

Free for VYP members

Get your networking game on at the first Dave & Buster's in Nevada! Mingle with your fellow VYP members, as well as Metro Chamber members, and break the ice in a non-traditional way, like challenging a new contact to a friendly game of air hockey.

Take your new work friend with you for an evening of connections, competition, and fun!

**For more information or to register, visit VegasYP.com.**

## The Characteristics of a Great Work Friend



You just found your dream job. You love the work you do and it really doesn't even feel like work at all. Now it's time to meet everyone in the office and determine who you can befriend. But how do you meet the right best (work) friend?

Before hunting for a work friend, it's important to remember that there are boundaries in the workplace. After all, productivity will definitely suffer if you are constantly chatting with your fellow employees instead of completing your work. Remember that these are your co-workers, so it's important to keep serious personal details away from the workplace. You don't want to risk inappropriate behavior or offending anyone at work, but you should also feel comfortable to be yourself.

Not everyone in the workplace will get your sense of humor or have the same taste in music, and some people are truly at work just to work. People's true colors show when money is involved, so don't be offended if a potential work friend declines your offer to go to lunch in order to finish an assignment.

Work friends - like actual friends - should be there for you to give you advice on how to handle a sticky situation, make recommendations if you are stuck on a project, and take you on a mid-day coffee break. Whether you are working for a big firm, or it's just you and a few partners, it is imperative to make sure you are befriending the right people in your office. Here are three characteristics that will help you determine your new workplace BFF.

**Trustworthiness** - Work friend or regular friend, trust is essential. If this is someone in which you will confide some personal or work secrets, then you need to ensure that you trust this person. Also with trust comes honesty. Your work BFF should be honest with you and you should be strong enough to hear and adapt to their honesty. When work gets tough and the pressure is on, your trusting and honest co-workers won't budge. If you work with someone that has a strong sense of trust, then consider yourself lucky.

**Humor** - Laughter is a great remedy for a stressful work day. If you want a true work friend, you should find





**VEGAS YOUNG  
PROFESSIONALS**

## BUSINESS BLEND

Tuesday, October 25, 5:30 - 7:30 p.m.  
@ Dave & Buster's

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someone who can make you laugh on the most difficult day. Want to test the waters? Work in your favorite comedy into a conversation; if someone else thinks *Happy Gilmore* is pure gold, then you know you've found your new work friend.

**Wisdom** - As stated earlier, honesty is a great quality when it comes to a work friend. But honesty, especially in work situations, should always be backed up with wisdom. If your work friend is being honest with you, make sure they have the know-how and real-life applications to give you some concrete advice. Work problems won't get solved by someone who hasn't been in a similar position, so if you are seeking advice, make sure it's coming from someone who knows you and is wise enough to give you the tools you need to solve the problem, even if the answer is one you might not want to hear.

Work friends are essential to creating the atmosphere you want in your new career. Make sure you keep the boundaries clear and find a trustworthy and honest friend who will lift your spirits and push you to be a better employee.

# The Final Word

## SEPTEMBER ACCOMPLISHMENTS

T

**he Metro Chamber enjoyed a busy September, getting to know more members through integral programming and events, bringing necessary resources and need-to-know information to members, and advocating on behalf of its members on the issues important to our region and state. Here are just a few things the Metro Chamber did for you in September:**

- Heard from political pollster and public opinion guru Frank Luntz on the political climate of the nation and the changing dynamics of politics in the U.S. during a special Eggs & Issues at The Orleans Hotel and Casino.
- Sponsored the Governor's Conference on Business and connected with local businesses for opportunities to start and grow their businesses.
- Continued to monitor bill draft requests as they are submitted for the 2017 Legislature. To date, more than 400 have been submitted, and the Metro Chamber's Government Affairs team is actively tracking and monitoring the submissions.
- Launched the fall semester of Chamber University with sessions that focused on disaster-proofing your business, how a business can take advantage of popular trends, and creating a cyber security checklist.
- Invited new members to introduce their business and learn about the benefits and programs the Metro Chamber has to offer them during the New Member Orientation.
- Engaged with and heard from Chamber-endorsed, pro-prosperity candidates during a special Endorsed Candidates Reception at the Chamber offices.
- Kicked off the 2016-2017 Leadership Las Vegas and Leadership Advance Class Years.
- Welcomed Vegas Young Professionals to the Salute Trattoria Italiana inside Red Rock Hotel & Casino for a cool, connection-building Fusion Mixer.
- Heard from host and comedian Jeff Civillico on his background and exciting rise to success during the Vegas Young Professionals' Bigwig Lunch Time.
- Launched the new Public Policy Leadership series to help build better understanding of good governance.
- Celebrated members at more than 25 ribbon cuttings during the month.
- Supported Las Vegas' Largest Mixer through both the Metro Chamber and Vegas Young Professionals.





# FLU FAQ

**Q** How do you save on your prescription flu medication?

**A** Nevada Drug Card.



## EXAMPLE PRICING

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